

# Student needs – influenced by Durie’s (1994) Te Whare Tapa Wha model

## Related to Academic study

### Study Skills

- Assignment check
- Grammar
- Essays
- Referencing
- Resubmissions
- Technology

[Online resources](#)

[Learning Advisors](#)

Library

[BTI library website](#)

[Librarian](#)

### Understanding content

Complete course work → Do the readings → Check the QA forums → Consider asking fellow student → Contact educator



## Not related to Academic study

### Complaints

Refer to [complaints policy](#) and [flowchart](#).

### Diverse needs

Check needs are specifically diverse-needs-related → Contact [Diverse Needs Coordinator](#)

### Financial

Investigate other options e.g. StudyLink, Work and Income, CAP

One-off issue → [Hardship fund](#)

On-going issue → Refer to [NMA](#) (SoSP students) or cohort mentors (SoTE/Masters)

### International students

Check needs are specifically international-student-related → Contact [International Student Coordinator](#)

### Personal circumstances

Contact [NMA](#) (SoSP students) or Cohort mentors (SoTE/Masters).

### Programme of study (course changes etc.)

Contact [NMA](#) (SoSP students) or Cohort mentors (SoTE/Masters).

### Spiritual

Ask pastor or a student/educator that you trust → Contact [Student Engagement Coordinator](#)

### Cultural Mentors

Contact Māori/Pasifika Support Staff